

SC CUSTOMER INFORMATION ADVISORY GROUP
MEETING SUMMARY
July 12, 2000

Agenda Items

- Final Selection of Performance Measures
- Status of SC Response to CIO Efforts to Improve Web Security

Performance Measures

Ted Griffin presented the consolidated list of IM Team performance measures, with the goal of getting CIAG comments and approval. The list was based on comments previously provided by the CIAG members. In addition, it included measures that were suggested by one or more individuals but had not been reviewed by the whole Group. There was discussion of how to measure program participation (e.g., effectiveness vs. attendance) and of the need to focus on Support Center measures because they most directly affect the customer. The CIAG also recommended that the measure of easy availability of information be revised to reflect the percentage of the world from which the common suite of software and corporate systems are accessible (i.e., international access as opposed to access throughout the United States).

Griffin requested that the CIAG review the list of measures and provide any changes by Wednesday, July 19, 2000, including selecting individual measures at the end of the attachment that should be included in the final version.

Update re CIO Efforts to Improve Web Security

Robbie Green noted that SC has given the CIO an inventory of all of our Web links and that SC will meet with the CIO's Office to go over the technical ramifications. He also noted that the Cyber Security Working Group, which consists of IM federal employees from all DOE program offices will meet with the CIO to discuss policy and technical issues. The most critical issue will be how to implement the CIO-proposed changes by August 21, 2000. Green expects to be able to report more by the last week in July.

Other Items

- Green discussed a memo from Deputy Secretary T. J. Glauthier requiring that Web pages be accessible to the disabled, noting that there are automated tools to help make this possible. Green will follow up with SC Program Office Web Masters and make sure that Bill Valdez is aware of the requirement.
- Green noted that there is an effort underway to combine all of the HQ Cyber Security Protection Plans into a single Plan. Whether they are combined or not, SC will have a number of required actions to accomplish, including those that need to be done manually now as well as plans to make these measures more efficient in the future.

Green will be ready to begin discussing these actions with the CIAG in the next couple of weeks.

Action Items

- CIAG members are asked to review and provide final comments on the list of proposed performance measures to Ted Griffin by July 19, 2000.
- Discussions of actions required in response to the Cyber Security Protection Plans and the CIO's effort to improve Web security will be included in future CIAG agendas. (Rice/Green)
- Green will work with SC Web Masters to ensure that SC web pages are accessible to the disabled. (Green)
- P:Drive file information will be delivered to CIAG members by the end of the week. (Green)
- The e-mail message on the new password policy should be ready for distribution by the next CIAG meeting. (Green)

Proposed 07/19/00 Meeting Agenda

- Discussion of FY2001 IM Budget

Proposed Future Agenda Items

- Presentations on Actions Required by Cyber Security Protection Plan
- Support Center roles and responsibilities with regard to IM Training (Green)

Meeting Attendees

Name		Organization	Contact Information
Greg	Dilworth – Alt Chair	SC-17	3-2873
Patricia	Rice – Exec. Sec	SC-621	3-4556
Shahida	Afzal	SC-50 (ESMT)	3-4941
Jane	Hiegel	SC-31	3-5800
Dean	Oyler	SC-22	3-6394
Marvin	Stodolsky	SC-72	3-4475
Peggy	Burris	SC-4	3-7265
Steve	Buswell	SC-7	6-9741
Emily	Knouse	SC-622	3-1577
Anne	Priebe	SC-621	3-2449
Kirk	Harrison	SC-621	3-5253
Michael	Lynott	SC-621	3-6409
Brent	Baker	SC-621	3-2345
Robbie	Green	SC-621	3-6578
Jeanne	Beall	SC-621	3-4587
Ted	Griffin	SC-621	3-4602
Kathi	Centeno	SC-621	3-5472
Dick	Yockman	SC-621	3-3394

